MINC Frequently Asked Questions (FAQ)

This document describes potential problems and describes how to process certain activities to resolve these problems in the USDA Management Interactive Network Connection (MINC).

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MA User Cannot Approve Project Worksheets

A user with an MA user id receives the message: 'This id does not have the authority to APPROVE project worksheet payments'.

a. This error message is displayed when the MA user is not authorized to approve project worksheets. The authorization is controlled by the person that has the TP number. The default is that the user is authorized so someone would have to deselect this box. If the MA is not also the TP, the MA person should contact the TP owner and discuss this with them.

b. Steps to follow to let this MA have the authority to approve project worksheets:

   1. Sign on MINC using 'Management Agent' circle and TP #
   2. Click on 'User Projects' link
   3. Click on MA # where authority needs to be added
   4. Check the box for the 'Online Payment Approval'
   5. Click Submit.

MINC Deposit Location Not Available

MA user gets error message ‘MINC Deposit Location Not Available’ when trying to ‘Approve’ a Project Worksheet.

This error must be corrected by the RD payment office for this project. Some offices are choosing to not add the MINC Deposit Location to temporarily stop the user from electronically sending in payments while information related to the billing is being review or modified. The RD payment office must be contacted to verify why the MINC Deposit Location is not available.

Project Worksheet 'Approve' button not available

The reason for this is that the project owes money to USDA and is not in PAD yet or not 'Active' in PAD. User should see the word 'SEND' displayed where the 'Approve' button would be.

If the user has not signed up for PAD or the PAD account is not in 'Active' status, they will need to:

1. 'View' the worksheet to verify that the data is correct.
2. Select the 'Form 1944-29' and print it. It is pre-populated with the information from the project worksheet.
3. Attach their check to the printed 1944-29.
4. Send the 1944-29 and check to the RD Payment Office. This would be the same office as they have sent their payments to in previous months.

The Project Worksheet will show 'Approved' when the payment is processed in the RD Payment Office.

If it is believed that the management agent has signed up for PAD, contact the RD office and have them check the status of the PAD account in MFIS.

To enroll in PAD, contact the RD office to obtain the necessary forms.

Project Worksheet is not Available to MA User

The only times the project worksheet will not display in MINC are:

a. The project is not enabled for Phase 4. Please contact your RD office to determine if they have been enabled for Phase 4.

b. The project worksheet for that period has not been released. Please contact the RD office to determine why the project worksheet has not yet been released.

Project Worksheet does not Reflect Transactions Sent to RD

Five possible reasons exist.

a. The transactions were not received.

   Confirm that the person sending the transaction(s) received and printed a ‘File Transfer Confirmation’ or a ‘Manual Transfer Confirmation’ document for the information sent to USDA. If a ‘File Transfer Confirmation’ or a ‘Manual Transfer Confirmation’ was not received, it did not get to the USDA server for later processing.

b. The transactions have not yet processed to the USDA application. Transactions are processed every hour. If the transaction was sent at 12:05 pm, it will not process until 1:00 pm.

c. The transactions were rejected at the time they were processed.

   1. Sign onto MINC as the MA User
   2. Click in the Review Transactions circle
   3. Select the project that would have had the transaction processed against it.
   4. Confirm that the dates on the left of the screen include the date the transaction was sent.
   5. Click the ‘Submit’ button.
   6. Review the displayed transaction’s current status.
   7. If the status is anything other than ‘Accepted’ or ‘Manual Accept’, the transaction is not posted to the MFIS system and does not show up on the project worksheet.

d. The transactions are still in Pending status

   1. Sign onto MINC as the MA User
   2. Click in the Review Transactions circle
   3. Select the project that would have had the transaction processed against it.
   4. Confirm that the dates on the left of the screen include the date the transaction was sent.
   5. Click the ‘Submit’ button.
   6. Review the displayed transaction’s current status.
   7. If the transaction is in ‘Pending’ status the RD Office/Payment Office must be contacted to determine what needs to be done about the ‘Pending’ transactions.
   8. After the transactions are processed, the project worksheet for the period must be re-released to incorporate the changes. Contact the RD office to ‘re-release’ the worksheet.

e. The transactions arrived after the date/time the project worksheet was released.

   1. Verify that the transaction(s) in question were ‘Accepted’ or ‘Manual Accept’ in MFIS
   2. If all the transactions were ‘Accepted’ or ‘Manual Accept’ then contact the RD office to ‘Re-release’ the worksheet.

Management Agent is Already Registered for MINC

When the 'Verify' button under 'MINC Registration' is clicked the user receives error 'Management Agent is already registered for MINC'.

This means exactly what it indicates. The company associated with the entered Tax Id has completed the registration process, and has received a TP #

If the Management Agent is positive that they have not registered for MINC TP #, contact CHD to see why this management agent appears to already be assigned TP #.

Budget Rejects Because ‘Other’ Field Requires Comment

This error is generated because a value was entered in one of the budget lines that has the word ‘Other’ in it, but there is not a comment associated to that line.

Check the transaction to determine if there is a missing comment.

1. Sign onto MINC as the MA User
2. Click on the Review Transactions circle
3. Select the project that would have had the budget processed against it.
4. Confirm that the dates on the left of the screen include the date the budget was sent.
5. Click the ‘Submit’ button.
6. Click the underlined project name next to the budget transaction that ‘Rejected’ with the error.
7. Check the following lines in the Industry Interface (II) transaction to determine which line is causing the difficulty. The lines are:
    a) Part II line 10. OTHER OPERATING EXPENSES
    b) Part II line 17. OTHER UTILITIES
    c) Part II line 32. OTHER ADMIN.EXPENSES
    d) Part II line 36. OTHR TAXES, LCNSES, PERMTS
    e) Part II line 39. OTHER INSURANCE
    f) Part III line 6. OTHR NON-OPERATING EXPENSES
    g) Part Annual Capital Budget Line under header 'OTHER' or LIST:?
8. After the missing comment line is located
    a) Click the ‘Edit’ button. This will put the budget in edit mode.
    b) Modify the budget line to include the comment.
    c) Click the ‘Submit’ button to resend the budget to the USDA.

Fill-a-Form Transaction does not populate the Site ID

This error is generated because there is not enough space available in the Temporary Internet Files directory on the MA User's PC.

Some online services do not have standard access to their internet browser setting. If you can not determine if your internet provider is using Microsoft Internet Explorer or Netscape, contact them to assist in determining how to get to these settings.

Additionally, it is HIGHLY suggested that the Internet Option to clean out the Temporary Internet File Directory when the browser is closed is set. This should be one of the options available in the advanced set up options of the internet browser.

Check the Microsoft Internet Explorer Internet Settings in the FAQ on how to check and set your internet options accordingly. You may contact CHD to obtain assistance in working with these settings if necessary.

Checklist for Setting up MINC when a new Project is Added to your Portfolio

Do these activities when your management agency has taken over the management of a new USDA MFH project.

1. Sign onto MINC using the TP #
2. Click the link ‘User Projects’
3. Select the MA # of the person that will be processing transaction and accepting project worksheets for this new project.
4. On the list presented, locate the name of the new project.
5. Click on the empty box next to the name of the new project
6. Click the ‘Submit’ button

Repeat this process for all MA numbers that should have access to this new project.

Microsoft Internet Explorer Internet Settings

Below are directions to all the possible settings that you may need to modify for the Microsoft Internet Explorer to display or work with the MINC application. These are recommendations but not absolute requirements until you encounter an error that is resolved by one or more of these fixes.

To access the Internet Options popup

1. Click the ‘Tools’ Menu item
2. Click the ‘Internet Options’ from the drop down list.
3. This will bring up a popup with multiple tabs. Below is the list of items to check on each tab.

On the General Tab:

1. In the Temporary Internet Files area of the popup, click the ‘Settings’ button.
2. Under the ‘Check for newer version of stored pages:
3. Select the radio button option of ‘Every visit to the page’
4. Check the ‘Amount of disk space to use:’ If less than 500 MB, increase the disk space to at least 500 MB by using the arrows in the box next to the entry box where the maximum amount of space available to the Temporary Internet file is displayed.
5. Click ‘OK’

On the Security Tab:

1. Select the content zone of Internet (Picture of the world)
2. Click the button ‘Custom Level’
3. Verify the ‘Security Settings’ popup shows ‘Medium’ at the bottom of the popup.
4. If not ‘Reset’ to ‘Medium’

On the Privacy Tab:

1. Click the ‘Advanced’ button in the Settings area
2. Make sure the ‘Override automatic cookie handling’ box is checked.
3. Click ‘Accept’ under First-party Cookies
4. Click the ‘Always allow session cookies’ box
5. Click ‘OK’

If you are uncomfortable in opening up your computer to cookies from all web pages, use the ‘Edit’ button in the Web Site’s section to set it up for a particular web site. Follow the instructions on the popup windows.

On the Content Tab:

1. Click the ‘AutoComplete…’ button.
2. Make sure the boxes next to the items ‘User names and passwords on forms’ and Prompt me to save passwords’ are not checked.
3. To clear out all previously saved passwords, click the ‘Clear Passwords’ button.
4. Click ‘OK’ in the confirmation box.
5. Click ‘OK in the AutoComplete Settings box

On the Advanced Tab:’

1. Scroll down to the ‘Security’ section of the list of control
2. Make sure that there is a check in the box next to the ‘Empty Temporary Internet Files folder when browser is closed’
3. Click ‘OK’

After you reset Internet Explorer settings, it is strongly suggested to immediately close the browser and restart the PC to bring in any selected changes.

Reset Forgotten/Suspended Password

Do these activities if you have forgotten your password, if your TP User ID is suspended, or if one of the MA users in your agency has forgotten their password or their MA User ID is suspended. A user ID is suspended when a user makes three or more login errors when attempting to sign onto the MINC system.

a. For TP Users:

1. Click on the Management Agents bubble from the MINC home page. The system displays the Management Agent Login page.
2. Click on the Forgotten/Suspended Password link on the Management Agent Login page.
3. Enter the Management Agent's Tax ID in the box labeled **Management Agent Tax ID**.
4. Enter your TP User ID in the box labeled **Management Agent Access Code**.
5. Click on the 'Submit' button. The system displays the Management Agent Name, Tax ID, Access Code and Trading Partner Agreement.
6. Use the scroll bar to review the Trading Partner Agreement and click on the 'Accept' button to reaccept the agreement. **NOTE: The Trading Partner Agreement must be Accepted before you are allowed further access to the MINC system**.
7. The system displays a page indicating that your password has been reset. **NOTE: Write down the password provided by the system after it is reset.** Click on the 'OK' button at the bottom of the page to indicate you have received the new password. The system displays the MINC home page.
8. Once again, click on the Management Agents bubble on the MINC home page.
9. Enter your TP User ID in the box labeled **Management Agent Access Code**.
10. Enter the password you just received in the box labeled **Management Agent Password**.
11. Click on the 'Login' button. The system displays a message box indicating that the Management Agent Access code must be changed.
12. Click on 'OK' in the message box. The system displays the Change Management Agent password page which displays the Management Agent's name, Tax ID, and access code.
13. Enter the password you just received in the box labeled **Current Management Agent Password**.
14. Enter a password of your choosing in the box labeled **New Management Agent Password**. The password must meet the following requirements:
    - 8 characters in length,
    - Contain only alphanumeric and special characters $, #, @, *, %, &, ?, and !.
    - Not consist of reserved words. Reserved words are: appl, aug, basic, dec, demo, feb, focus, game, ibm, jan, jul, jun, log, mar, may, net, new, nov, oct, pass, ros, sep, sign, sys, test, tso, valid, vtam, xxx, and 1234.
15. Re-enter the password you have chosen in the box labeled **Retype Management Agent Password**.

16. Click on the 'Submit' button. The system displays a message box indicating that the update was successful.
17. Click on 'OK' to continue. The system displays the Management Agents home page.

b. For MA Users, the TP User must perform the following:

1. Click on the Management Agents bubble from the MINC home page. The system displays the Management Agent Login page.
2. Enter your TP User ID in the box labeled **Management Agent Access Code**.
3. Enter the password you just received in the box labeled **Management Agent Password**.
4. Click on the 'Login' button. The system displays the Management Agents home page.
5. Click on the Reset MAUser Password link in the Mgmt. Agent Maintenance area on the left side of the page. The system displays a Forgotten/Suspended Password page.
6. Enter the user ID of the MA User whose password you are resetting in the information box labeled MAUser ID.
7. Click on submit. The system displays a popup window that identifies the user and displays the new password. **NOTE: Write down the password provided by the system after it is reset and give it to the appropriate user. The system contains no capability to print or forward the new password.**

After the TP User has completed resetting the password, the MA User must perform the following:

1. Click on the MA Users bubble from the MINC home page. The system displays the MA User Login page.
2. Enter your MA User ID in the box labeled **Enter Your User ID**.
3. Enter the password you just received from the Management Agent in the box labeled **Enter Your User Password**.
4. Click on the 'Login' button. The system displays the Change User Password page.
5. Enter the password you just received in the box labeled **Current User Password**.
6. Enter a password of your choosing in the box labeled **New User Password**. The password must meet the following requirements:
   - 8 characters in length,
   - Contain only alphanumeric and special characters $, #, @, *, %, &, ?, and !.
   - Not consist of reserved words. Reserved words are: appl, aug, basic, dec, demo, feb, focus, game, ibm, jan, jul, jun, log, mar, may, net, new, nov, oct, pass, ros, sep, sign, sys, test, tso, valid, vtam, xxx, and 1234.
7. Re-enter the password you have chosen in the box labeled **Retype User Password**.
8. Click on the 'Submit' button. The system displays a message box indicating that the update was successful.
9. Click on 'OK' to continue. The system displays the MA Users home page.

Delete an Obsolete MA User

Management Agents are permitted to delete obsolete users from their agency. Perform the following activities to remove a user that no longer requires access to the MINC system.

1. Click on the Management Agents bubble from the MINC home page. The system displays the Management Agent Login page.
2. Enter your TP User ID in the box labeled **Management Agent Access Code**.
3. Enter your password in the box labeled **Management Agent Password**.
4. Click on the ‘Login’ button. The system displays the Management Agents home page.
5. Click on Delete MAUser in the Mgmt. Agent Maintenance area on the left side of the page. The system displays a User List containing the User ID’s and names of users within your agency.
6. Click on the user ID of the MA User that you want to delete. The system displays a message box asking you to confirm the deletion of the user’s ID.
7. Click on ‘OK’ to delete the user. The system redisplays the user list without the User ID and Name of the deleted user.

Create a New MA User

A new MA user must be created the first time you enter the MINC system under your TP ID and when a new person to your agency requires access to the MINC system. To create a new MA user, perform the following activities:

1. Click on the Management Agents bubble from the MINC home page. The system displays the Management Agent Login page.
2. Enter your TP User ID in the box labeled **Management Agent Access Code**.
3. Enter your password in the box labeled **Management Agent Password**.
4. Click on the ‘Login’ button. The system displays the Management Agents home page.
5. Click on New User in the Mgmt. Agent Maintenance area on the left side of the page. The system displays the User ID Request page.
6. Enter the new user’s last name in the field labeled **Last Name**. This field must be completed.
7. Enter the new user’s first name in the field labeled **First Name**. This field must be completed.
8. Enter the new user’s middle name, if applicable, in the field labeled **Middle Name**. Completion of this field is optional.
9. Enter the new user’s area code, phone number, and extension in the fields labeled **Phone Number/Extension**. When you complete one field, use the Tab key to complete the next field. The area code and phone number fields must be completed; the extension field is optional.
10. Enter the new user’s email address in the field labeled **E-Mail Address**. This field must be completed.
11. A checkbox by the field labeled **Online Payment Approval** indicates that the user is authorized to approve online payments through Pre-Authorized Debit (PAD) transactions. By default, the user is authorized. If you **DO NOT** want the user to have authority to approve PAD transactions, deselect the checkbox to withdraw authorization.
12. Enter a password that will be used to access the system by this user in the field labeled **Desired User Password**. This field must be completed and must exactly match what was entered in the **Retype User Password** field. The requirements for the new password are displayed when you click on the Password Requirements hyperlink on the page.
13. Re-enter the password that was entered in the Desired User Password in the field labeled **Retype User Password**. This field must be completed and must exactly match what was entered in the **Desired User Password** field. **NOTE: Write down the password that you enter and give it to the appropriate user when the MA User ID is generated.**
14. Click on the Submit button when all applicable fields have been completed. If you click on Cancel, the system returns to the Management Agents page.
15. After you submit the information, the MA User ID is generated. The system displays a User ID Request Confirmation page containing the new user’s MA User ID. This ID and the password that you entered are required each time the user sends information to Rural Development.

Processing Tenant Transactions with System-Generated SSN's

Perform the following tasks after you have submitted a tenant transaction where a household member's SSN was not known. The SSN field on the transaction submitted to Rural Development was 000000000.

1. After the transaction processes and is accepted by the MINC system, contact the RD Servicing Office to obtain the system-generated Tax ID for that household member. This Tax Id must be included in all future tenant transactions associated to the person until it has been modified to the correct SSN.
2. After you obtain the system-generated Tax ID for that household member, contact the tenant to determine the correct SSN.
3. After you obtain the correct SSN from the tenant, contact the RD Servicing Office to give them the correct SSN.
4. For some vendor software, it may be necessary to send a Modify Certification after the SSN is changed. This applies to vendor software that only sends a dependent count rather than the actual SSN of dependents. The RD Servicing Office can determine whether or not this is the case when they are contacted.

Reviewing Sent Transactions and Editing Rejected Transactions

1. To review sent transactions, click on the ‘Review Transactions’ icon.
2. Click on the down arrow of the box next to ‘Sent For:’ to present a list of the projects that may or may not have transactions.
3. Select the desired project or ‘All Projects’ to view individual transactions sent.
4. Modify the ‘Transferred Date’ fields to include the date the transaction was sent that you are interested in reviewing.
5. Select the transaction that you are interested in reviewing by clicking on the project name field of the row containing the transaction desired.
6. If the transaction is brought up in display only mode there is a ‘Printable Transaction’ button that provides you the ability to print the detail associated to the transaction.
7. An ‘Edit’ button is provided at the top and bottom of a transaction that is a budget transaction or any other transaction in ‘System Rejected’ status. Once clicked, it redisplays the transaction in edit mode, pre-filling all the entry fields with the information sent to USDA.

   If the required change to fix the transaction at USDA is also required in your vendor software system, DO NOT use this ‘Edit’ option. Correct the change in the vendor software, recreate the file, and then send the new file to USDA.
8. Modify the appropriate fields and then click ‘Submit’ at the bottom of the form to send the individual changed transaction to the USDA or Cancel to cancel submission of the form.

Service Bureaus
Registration and other Special Considerations

We are now allowing Service Bureaus to be directly associated to projects within the MFH application. Once this association is defined within MFH, the Service Bureau may register as a MINC user and have all the associated projects attached to a single TP# and to one or more MA#'s under that TP.

Establishing the association:

The Service Bureau will need to have the Management Agent for the project contact the RD office and request the association to be created.

They will need the following information associated to the Service Bureau:

1. Tax ID
2. Name
3. Date the Service Bureau started doing work for the project
4. Date the Service Bureau will no longer be doing work for the project (Optional)
5. Address (Optional)
6. Phone (Optional)
7. Fax (Optional)
8. E-Mail (Optional)
9. Web URL: (Optional)
10. Project Contact Information (Optional)
    a. Name
    b. Phone
    c. Fax
    d. E-mail
11. If the Service Bureau is allowed to process project payments through MINC. Default is 'Not allowed'.

Once the associations are created, the appropriate person at the Servicing Bureau will need to register on MINC. The registration process is the same for Service Bureaus as for Management Agents. Please follow the directions provided in the Training Manual chapter '<u>Registering for a MINC ID and first time setup</u>'.

NOTE: If the Service Bureau is already registered in MINC, then this step does not need to be done. They will however need to refer to the FAQ 'Checklist for Setting up MINC when a new Project is Added to your Portfolio' if additional projects are now added to the MINC TP#.

When all the projects are correctly associated to the Service Bureau, then that Service Bureau will be able to process transactions for all the projects as needed under the single MA#.

It is strongly suggested that all projects processed by the Service Bureau be set up within MFH and MINC, and that association tested to confirm it is working correctly, by the first of November.

Special Considerations:

If the Service Bureau has not been given authority to approve project worksheets in the MFH application, they will NOT be authorized to approve project worksheets in MINC.

If the Management Agent has an agreement with the Service Bureau for them to approve the project worksheet, and they forgot to set it up initially, they will need to contact the RD office and have that authority given to the Service Bureau within MFH.